

O I P E Express Mail Label No.: EV452428039US
Date of Deposit: September 17, 2004

Attorney Docket No.: 27996-133

SEP 17 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

Examiner: Nguyen, Q.H.

Serial No.: 09/745,305

Group Art Unit: 2642

Filed: December 21, 2000

Confirmation No: 2060

Attorney Docket No.: 27996-133 (formerly
103180-45024)

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: Responses/Amendments
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

SEP 22 2004

Technology Center 2600

TRANSMITTAL LETTER

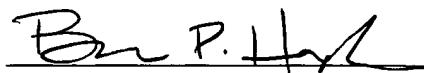
Enclosed herewith are the following documents regarding the above-identified non-provisional patent application:

1. Amendment Transmittal Letter
2. Amendment
3. Return postcard.

The Commissioner is hereby authorized to charge any fee that may be due, or to credit any overpayment, to Deposit Account No. 50-0311 (Reference No. 27996-133). A duplicate copy of this transmittal letter is enclosed.

Date: September 17, 2004

Respectfully submitted,



Brian P. Hopkins
Reg. No. 42669
Richard M. Lehrer
Reg. No.: 38, 536
Attorneys for Applicant
MINTZ LEVIN COHN FERRIS
GLOVSKY & POPEO, P.C.
Chrysler Center
666 Third Avenue
New York, NY 10017
(212) 935-3000

09/20/04

2642

41

Express Mail Label No.: EV452428039US
Date of Deposit: September 17, 2004

Attorney Docket No.: 27996-133



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Q.H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Attorney Docket No.: 27996-133 (formerly
103180-45024)

SEP 22 2004
Technology Center 2600

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: Responses/Amendments
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE UNDER 37 C.F.R. § 1.111

Sir:

In response to the Office Action, dated June 18, 2004, there have been no amendments made to any of the claims and all of the claims are included.

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.